

## Visit Services Contract Billing Instructions

### Contract Amendment Changes

Visit Services no longer needs to have the billable time rounded. The contract amendment removes the time rounding instructions and allows you to bill for your actual time spent working.

### Updated Visits Service billing form (*Visit Services Billing Form – effective 12-1-10*)

The updated billing form has the following changes:

#### **The new Visit Contract standard rate is \$24.49.**

The billing form has been developed to pay the provider the EXACT rate and Children's Administration (CA) will no longer round up to get the provider paid.

The billing form allows input for ancillary transportation costs

The billing form allows sub totals for transportation, visit times and sibling visits.

The billing form pays transportation time and the actual time waited for no-show visits

The billing form allows for one way billing of transportation

\* Please contact your regional fiduciary designee with any questions.

### General Instructions

- 1) Complete billing form on a monthly basis and include the following information:
  - ✓ The date services were provided.
  - ✓ Information relating to service eligibility.
- 2) Send all billing electronically by secure email to your regional fiduciary designee.
- 3) All billing must be received within sixty (60) days of service.
- 4) Mail in to the regional fiduciary designee the "Visit Services Monthly Billing Total Page" which is the last page of the billing form with your signature.
- 5) Attach to the "Visit Services Monthly Billing Total Page" all receipts for claimed ancillary billing or sibling visit activities.
- 6) The Contractor shall not bill separately for visitation time for children visiting together. For example, three (3) siblings visiting a parent shall be billed for one (1) family not three
- 7) The Contractor shall not bill for Parent Child Visitations and Sibling Visits services which occur simultaneously.

### Billing Form Instructions

There are four (4) tabs to the billing form.

**Less than 15** – This tab is for billing of children you served who are in a Children's Administration placement for **less** than 15 months.

- Original Placement Date (OPD) can be found on the referral form.
- Always bill under the child with the oldest OPD and list subsequent children's names in the comments section of that same line.

When there is more than one transporter who transports multiple children to one visit, bill for each transporter separately, using the child with the oldest OPD in each vehicle and subsequent children in comments section if applicable..

**More than 15** - This tab is for the billing of children you serve who are in a Children's Administration placement *more* than 15 months.

- Same instructions as Less than 15 OPD above.

**Sibling Visits-** This tab is for billing of children who visit with siblings, when **no** parent is present.

- Always bill under the child with the oldest OPD.
- List ALL children participating in the visit on SEPARATE LINES along with their person ID number.
- You can bill up to 3 hours for the initial assessment visit ONLY- to assess needs and plan for subsequent sibling visits.
- When there is more than one transporter who transports multiple children to one visit, bill for each transporter separately, using the child with the oldest OPD in each vehicle.

**Total –** This tab is a summary of the first three tabs and is to be signed and sent with any receipts for claimed ancillary billing or sibling visit activities

## Q & A

Q: Do we list children differently when billing for Parent/Child visits vs. Sibling visits?

A: Yes, when billing for Parent/Child visitation the child with the oldest OPD is the primary child listed then list subsequent children's names in the comments section of that same line. For sibling visitation billing ALL children are listed on separate lines beginning with the oldest child/OPD first and must include their personal ID's.

Q: How do I document sibling activity reimbursement? The contract and billing form says that the activity reimbursement is limited to \$7.03 per child/ per visit up to twice monthly.

A: On the Sibling Visit Tab, Column T you are able to document the activity fee. You must submit a receipt with your end of the month "Visit Services Monthly Billing Total Page".

Q: The billing form has a column for "Initial Intake (3hrs)". What is this column used for?

A: The initial sibling visit allows you to bill for up to three hours for the time you spend assessing and planning for the needs of the sibling visit.

Q: When billing for the initial sibling visit billing, is the first line on the billing form Tab 3 used for the child with the oldest OPD, not other children who might attend?

A: Yes, list the child with the oldest OPD first AND the other children attending the visit listed on the lines following the initial child including their person ID numbers. This allows you to claim up to \$7.03 activity reimbursement per child per visit up to two visits monthly.

Q: How do I bill when a visit is cancelled and the driver is already en route? The billing form only calculates for the cancellation/no show time, not the driver time.

A: Select no show and then enter your time for the transport to and from and any wait time. You would not use cancellation in this instance. The cancellation option is intended to compensate the provider for the inconvenience in scheduling due to a late cancellation. Once the transport has started it is a no show.

Q: How do I bill when I did not receive notice of the cancellation in time and actually went to the visit?

A: If you actually went to the visit site you are compensated for your transport time. This should **not** be recorded as a cancellation it should be a no-show.

Q: How much can I bill if I arrive early to a visit?

A: If you transport a child and you are early to a visit, you may bill up to thirty (30) minutes for time spent waiting for the visit to begin.

Q: What if there are multiple transporters for the same visit?

A: Document on the first line of the billing form the child with the oldest OPD in the child column. Then list all other children involved in the visit in the comments section on the same line. On each subsequent line, where “transportation only” is provided: List the staff name; the date of the visit; transportation time and any billable ancillary transportation costs.

List all the children transported *by that staff* in the comments section

Q: How do we bill and record for sibling visits?

A: List the transportation and supervision in one line under the name of the child with the oldest OPD. List only the other siblings and person ids in the following lines. Leave a space between sibling groups

Q: Can a paper copy be sent for billing?

A: All billing for visit services must be submitted electronically using secure email, mailing only the signed “Visit Services Monthly Billing Total Page attaching any receipts for claimed ancillary billing or sibling visit activities

Q: Can I automatically get two (2) hours for no shows?

A: Contractors can only bill for the time they actually waited and no longer than 2 hours.

Q: Why does line 7 of the billing form reflect a rate different than the contracted rate of \$24.49?

A: The rate is \$24.49; the rate you see on line 7 is only for the fiduciaries to facilitate paying through FamLink. The contract pays by tenths of an hour but FamLink does not allow for fractional units so the document converts the amount payable to whole units but must adjust the rate in order to pay the correct amount as calculated by the worksheet. In the past we simply rounded the units up and paid a higher amount.